

Fleet Services Preliminary Statement of Work

January 12, 2011

Fleet Services is one of the Divisions within General Services Department and is responsible for providing a full range of fleet management services to the City of San Diego.

Functions and services

The Fleet Services functions include:

- Scheduled (Preventive Maintenance and inspections), non-scheduled (repair) and warranty maintenance for City automotive and other equipment
- Body repair and painting of City automotive equipment
- Repair parts support for City automotive and other equipment
- Fuel services for City and customer automotive and other equipment
- Washing services for City automotive and other equipment
- Up-fitting, metal fabrication, machine shop, welding and modification services for City and customer automotive and other equipment
- Information technology support services related to fleet maintenance, including keeping work orders and managing reporting capabilities.
- Rental pool services for City department customers
- Automotive training services for City department customers
- Fleet safety services for Fleet personnel and facilities and for City department customers
- Vehicle specification, management of the procurement process as it relates to Fleet services, which includes keeping the procurement of vehicles and equipment in line with annual budgeting and awards of critical essential contracts. Fleet also maintains its own tracking system of vendor contracts for parts and vehicles.
- Disposal services for City automotive equipment
- Administrative services for Fleet Services to include:
 - Budget preparation, monitoring and adjustments
 - Payroll for assigned personnel
 - Personnel records maintenance for assigned personnel
 - Accounts payable
 - Accounts receivable
 - Service Level Agreements with customers
 - Attend City Council and City Council Committee for fleet related meetings
 - Other administrative services as required.

Non core functions which make up the overhead costs include Underground Storage Tank Maintenance (ESD); Utilities; Landscaping; Custodial; Facilities, administration for budget, payroll, accounts payable and receivable, and word processing. In addition, information services provided include the day-to-day functions and troubleshooting of the Fleet Division's personal computer, printer and copiers, cell and landline telephone services, and maintenance of the Fleet and Fuel Management Information Systems.

The City of San Diego intends to acquire the services of a provider (City employees or outside vendor) to service its Fleet Services operational needs. The services that are considered “in scope” vs. “out of scope” will depend upon a market assessment. The services that will be considered include:

Acquisition & Fitting	
Acquisition	Provide customer vehicle specifications, support for RFPs and recommendations on contract awards. Maintains Fleet Management Information on all automotive assets.
Fitting	Provides up-fitting of mission equipment on vehicles prior to fielding. Coordinates work with other inside and outside vendors. Coordinate warranty repairs with dealer. Transport equipment to and from dealer. Interdepartmental Support: Work with Communications Division on police traffic advisory, emergency lighting, sirens, wiring and radios.
Disposal	Strips vehicle and equipment, for reuse and recycling. Oversees auction in Los Angeles to ensure fair market value gain. Oversees contract award to auction company, monitoring of contract performance and reporting and recording of auction results. Employees are prohibited from bidding on auction items.
Fuel Management	Provides a full range of fuel services at 15 internal underground storage tank fuel sites and 4 customer aboveground storage tank fuel sites: includes Automated Fuel Management Interface with the Fleet Management Information System; ordering of fuel; verifying and reconciling fuel deliveries with vendor invoices; fuel payment authorization; tracking of fuel inventories; and CA State off road reporting, including being onsite while storage tanks are being filled, transport fuel tender to Montgomery Field and maintain aviation refueling system for Fire Helicopters. In contrast, ESD provides technical assistance, major upgrade contract support, personnel training, and annual inspections for APCD compliance.
Compliance	Ensure facility and staff compliance with all applicable Federal, State, County, and City environmental rules and regulations.
Heavy Fire Apparatus Fleet	Maintenance support for all heavy duty Fire-Rescue Department vehicles. Including pony motors, Aircraft Rescue Firefighting vehicles (ARFF i.e., with 4x4s built with military specs, remote control nozzles and turrets, bumper turrets, Halon Fire Extinguishing System); light and air high-pressure compressed gas, foam systems, plumbing systems, 4,500lb and 6,500lb compressed air systems. Perform Vehicle SMOG, BIT, and Opacity testing in compliance with NFPA standards.
Additional Work Performed	Tire and Wheel Assemblies. Maintain inventory to minimize downtime. Regeneration Program. Infield service to ensure compliance with current emission controls regulations and to prevent damage to equipment. Adapt to schedules of firefighters. Maintain security for Drugs on Fire Trucks i.e., Morphine Onboard vehicles. Make recommendations on specifications for new fire engines and equipment onsite at KME in Philadelphia and onsite at Pierce in Wisconsin. Follow up with mid-build inspection at manufacturer site at KME in Philadelphia and Pierce in Wisconsin. Consult in final inspection of new fire engines and equipment before accepting delivery. Disaster Assistance: Man staging areas during wildfires, floods and other disasters. Prepare documentation for FEMA reimbursement. Demobilize equipment from 11 other agencies to comply with safety standards before vehicles are released into service. Support Services coordinate and assist other agencies, including ATF, Urban Search and Rescue, Homeland Security, OES and Bomb Squads.

Preventive Maintenance	Provide scheduled preventive maintenance.
Unscheduled Repair Maintenance	Provide unscheduled maintenance support. Maintains and repairs breathing air apparatus, which provides Class D breathing air (high pressure multi-stage) Annual aerial inspections prepares rigs for access operate aerial ladder and provides additional assistance to UL Inspector. Maintains electrical service wiring and cable adjustments for aerials. Performs flow test (which includes the acceptance process) for meter and pressure in fire-vehicle waterways.
Parts Support	Provide motive repair parts
Warranty Repair	Provide in-house authorized manufacturer warranty repair for assigned vehicles.
Fabrication Repair	Provide on-site fabrication and welding support for body repairs for assigned vehicles.
Mobile Repair & Road-Call Services	Provide 24 hour Mobile Repairs & Road-Call support.
Packer Fleet	Maintenance supports refuse packers in the Environmental Services Department including installing ZONAR system tags and maintaining ZONAR equipment, wiring for TV cameras, GPS troubleshooting, maintain and calibrate onboard scales, diagnose/repair transmissions. City of San Diego uniquely operates its packers 5 days a week, 10-12 hours per day.
Preventive Maintenance	Provide scheduled preventive maintenance. Perform Vehicle SMOG, BIT, and Opacity testing.
Unscheduled Repair Maintenance	Provide unscheduled maintenance support.
Parts Support	Provide motive repair parts.
Warranty Repair	Provide in-house authorized manufacturer warranty repair for assigned vehicles.
Fabrication Repair	Provide on-site fabrication and welding support for body repairs for assigned vehicles. Fabricate/weld packing blades, packer beds, and specialty tools, ladders for packers, specialty racks, and custom stand for working on automated arm, security-gate, and special sockets for IC valve cartridges. Roadside welding to prepare for towing: i.e. broken packer suspensions, fuel tanks and tailgates salvage and recycling.
Road-call, Tire Repair & Towing	Provide City-wide 24 hour road call and tire repair support except for heavy fire vehicles (heavy fire vehicle towing during normal working hours); and medium and heavy vehicle towing services. Winch out wrecked or stuck city vehicles/equipment. 24 hour on call service to any department for emergency purposes. Maintain rigging on Heavy Duty Tow Truck.
Non-Safety Fleet	Maintenance support for all non-safety light and medium-duty vehicles, boats, heavy-duty and construction vehicles, street sweepers and bucket machines, in City departments.
Preventive Maintenance	Provide scheduled preventive maintenance. Perform vehicle SMOG, BIT, and Opacity testing. Regeneration Program. Infield service to ensure compliance with current emission controls regulations and to prevent damage to equipment.
Unscheduled Repair Maintenance	Provide unscheduled maintenance support.
Parts Support	Provide motive repair parts.
Warranty Repair	Provide in-house authorized manufacturer warranty repair for assigned vehicles.
Fabrication & Machine Shop	Off Site Welding. Perform welding and repair work in the field. Weld and reinforce broken trailer frames, truck frames or heavy machinery components that need stabilizing for transportation due to accident damage or fatigue. Weld or

	<p>repair play ground equipment. Refurbish park grills. Repair park doors, gates, and fences. Install items made in the fabrication shop – hand railings at the beach, hinge posts and gates to eliminate off road access. Perform facility maintenance as well as work with other departments like the water dept when they have a broken water main and the Street dept when a light or signal pole is damaged due to accident, i.e. repair and weld knocked-down light fixtures and light mounts onsite.</p> <p>Machine shop. Machine replacement bushings and pins for all trash trucks, dump trucks, trailers, back hoes, street sweepers, blades and buckets. Machine replacement pump shafts, valve stems, flanges, fittings, and poly cutters for the Water and Wastewater Departments. Machine and reseal pump housings with brass. Lay-out and drill base plates for lamp and street signal posts. Lay-out and drill cabinet inserts and equipment mounting panels for fire trucks. Machine tool ends for gate keys. Perform work for the mechanics, remove broken studs, turn down brake drums and rotors, rebuild drag shoes for sweepers, resurface and install ring gears on fly wheels, and make tooling for special applications. The machinists also maintain shears and iron worker, charging the shear cylinders with nitrogen, remove blades for sharpening, install and shim blades after sharpening. Rebuild hydraulic hold down cylinders. Remove, sharpen, and reinstall iron worker blades. Machine or manufacture any part needed by the welders.</p> <p>Fabrication shop. Perform any and all weld repairs on all city vehicles and equipment. Build up pump shafts with weld so that they can be turned down by the machine shop. Make miscellaneous repairs to obsolete light poles that cannot be purchased anymore -- shorten, lengthen, and replace base plates. Perform weld repairs on fire trucks and equipment. Rebuild fire trucks to original condition due to accident damage. Assist firefighters in the out fitting of new fire trucks. Fabricate lumber racks, light bar mounts, vise mounts, cone holders, tool holders, and assorted other parts to out-fit new vehicles. Replace damaged cabinets, side boards, tarp assemblies, flooring, and straighten or Fabricate new tail gates for dump trucks. Fabricate new and replacement storm grates and frames. Install d-rings on trailers and equipment for safe transport. Replace worn or damaged wood on trailers. Straighten and repair trailer ramps, tongue jacks, steps, traction grates, and side rails. Repair or replace elevator panels and rebuild side plates on street sweepers. Hard surface worn buckets, blades and trencher wheels. Rebuild back hoe buckets. Replace worn blades and wear plates. Fabricate beach cleaning equipment. Fabricate trash bins for front end loading trucks. Fabricate and modify debris bins for the unloading of vactors and sweepers. Fabricate truck bodies. Operate “cnc” cutting machine, shears, press brake, finger brake, band saws, threading machines, and drill presses, as well as drive and operate every piece of city equipment.</p> <p>Provide City departments metal fabrication and machine shop support, including, props for court cases,</p>
Body & Fender Repair and Painting	<p>Provide vehicle body repair & painting for medium and heavy-duty vehicles.</p> <p>Body shop. Repair all accident damage and fiberglass repair on city vehicles. Replace broken windows, mirrors, seats and misc. interior parts broken or lost due to normal operation. Replace broken glass panels in heavy equipment. Fabricate fiberglass electrical covers for ornate lamp posts that are no longer</p>

	<p>available. Locksmith work--opening locked vehicles, cutting keys, and replacing lock sets. Repair accident damage on fire trucks.</p> <p>Paint shop. Prepare all parts and vehicles for painting. Prepare and paint all new fit out vehicles. Paint all vehicles repaired by the body shop. Mix and match all paint types and colors. Pre-paint parts for fabrication shop installation. Prepare and paint work per customer specs. Paint light posts refurbished at Fabrication Shop. Pre-paint body panels and parts for body shop installation. When painting is completed, vehicles are untapped and some jobs buffed out. The paint shop also decals all city vehicles and equipment.</p>
<p>Road-call, Tire Repair & Towing</p> <p>Additional Work Performed</p>	<p>Provide supplemental City-wide road call, tire repair and towing support for City vehicles.</p> <p>Maintain offsite generators and pumps in various locations for Public Utilities Dept i.e., Marine Corps, requiring security clearance to enter Marine Corps Base Regeneration Program. Infield service to ensure compliance with current emission controls regulations and to prevent damage to equipment.</p>
Safety Light Fleet	<p>Maintenance support for all light-duty public safety vehicles and law enforcement motorcycles, scooters, trailers, vans, skid machine cars, and ATVs in the Police and Fire-Rescue Departments, including RSVP Volunteer Fleet, Air Support, DEA Assigned Fleet, Academy Fleet, Loaner Fleet, Internet Crimes Against Children (ICAC Fleet, Special Events/Traffic Control Fleet (SETC) Maintain Canine Unit “Chilly Dog” system to prevent death to canine dogs in overheating patrol cars. Maintain remotely-controlled system for opening doors of canine patrol cars Provide vehicles for dignitary visits and conventions, ie National Police Chief Convention, Presidential, Governor visits, and for out-of-town police officer funeral processions.</p>
Preventive Maintenance	Provide scheduled preventive maintenance. Perform Vehicle SMOG, BIT, and Opacity testing.
<p>Unscheduled Repair Maintenance</p> <p>Additional Work Performed</p>	<p>Maintain dual fuel management systems: VIU and ORPAK. Provide unscheduled maintenance support.</p> <p>Inspect and write reports on traffic accident/homicide vehicles, including brake inspections for fatality/serious injury cases. Perform speedometer calibrations for patrol cars (court ordered) Perform hazmat inspections on fuel tanks and waste oil services. Trained/experienced in biohazards like urine, blood, vomit and drugs. Provide secure shop capable of handling firearms, drugs, and court evidence. Partner with CSI Team, i.e., retrieve bullets in hard to assess locations on vehicles, open stolen ATM safes, obtain paint transfers that will uphold as court evidence (preserving “chain of evidence”), and testify as expert witness in court cases.</p>
Fabrication & Machine Shop	Fabricate and install after-market apparatus, like gun racks, heavy-duty door skins, cages, window bars, deactivate rear windows, hideaway gun systems and locks, Ability to dismantle parts without destroying evidence.
Parts Support	Provide motive repair parts.
Warranty Repair	Provide in-house authorized manufacturer warranty repair for assigned vehicles.
Body & Fender Repair and Painting	Provide vehicle body repair and painting for City light-duty vehicles
Road-call & Towing	Provide supplemental road call and towing support for safety light-fleet vehicles, abandoned vehicles.
Support Services	Provide support services.

Registration	Provide confidential and exempt DMV vehicle registration.
Information Technology	Provide full range of IT support for Fleet and Fuel Management Information Systems, the Fleet Division's computers, printers, copiers, office and cell telephones and a wide variety of reporting tools.
Vehicle Rental Pool	Operates two City rental pool operations to include reservations, dispatch, returns, cleaning, maintaining, replacement, and invoicing.
Automotive Training	Provides City wide automotive training.
Logistical Support	Provide logistical support to various City departments as required by emergency contingency plans and/or special events to include management staff assigned to the City Emergency Operations center 24/7 hours.

Furthermore, additional description regarding Fleet Services' preventive maintenance (PM), repairs, warranty, and fitting process is provided below:

Preventive Maintenance

A comprehensive PM program is the cornerstone of effective fleet maintenance. The objective of a PM program is to minimize equipment failure by maintaining a constant awareness of the condition of equipment and correcting defects before they become serious problems. A PM program minimizes unscheduled repairs by causing most maintenance and repair activities to occur through scheduled inspections. An effective PM program pays dividends in not only improved equipment safety and reliability, but also financially by extending the life of equipment, minimizing the high cost of breakdowns, and reducing lost employee productivity resulting from equipment downtime. PMs range from the basic to complex, with the higher the letter the more complex the PM. Inspections, such as BIT, SMOG and Opacity testing are performed on a scheduled basis in compliance with State/Federal Law.

The table below defines the type of PM services currently provided:

PREVENTIVE MAINTENANCE TYPES	DESCRIPTION	TYPES OF VEHICLES
A	Basic oil change w/ filter at designated mileage or time.	All Vehicles
B	Basic A PM w/ cooling system added and/or fuel filter at designated mileage or time. Flush and refill with new coolant.	All Vehicles
C	Basic A & B PM with vehicle transmission fluid flushes and refill at designated mileage or time.	All Vehicles
D	Basic A PM w/ check and/or service of differential	Safety Light Fleet
E	4 year PM: check and/or replace all engine belts and hoses change the fluids and filters for engine, brake, coolant and transmission.	Light and medium duty
F	4 year PM: replace all engine belts and hoses change the fluids and filters for engine, brake, coolant and transmission.	Heavy duty and off-road/construction
G-O	None	NA
P	Perform safety and operational inspection of packing blade and automated arm assemblies.	Automated Trash Trucks

Q-R	None	NA
S	SMOG – Bi-annual BAR SMOG check	Safety Light Fleet gasoline vehicles
T	Required CHP BIT inspection - Safety Inspection.	Applicable Medium and Heavy Duty Vehicles
U-W	None	NA
X	Ready pumps for annual test at Station 28	Fire Fleet vehicles
Y	Aerial Inspections	Fire Aerial ladder trucks
Z	Opacity smoke testing of diesel fleet once per year, as required by the State	Diesel vehicles/equipment
<i>Note: Comprehensive safety check of all vehicle components and special mission equipment is performed at all levels of PM service.</i>		

Repair: Mechanical and Metal Fabrication/Body & Fender

Mechanical and metal fabrication/body and fender repairs are scheduled on a priority basis in accordance with the jointly determined list of "priority" vehicles and missions of the City Departments.

Warranty Work

The Division is responsible for arranging repairs for all vehicles under warranty in a timely manner (defined as five days or less). Those responsibilities include tracking the warranty period, evaluating the claim, and completing the repair work when we are capable of doing so (most heavy and medium type vehicles). Where we do not have the capability, the division arranges for the repair and transportation to and from the vendor, tracking vendor repair times and tracking the warranty claim and payment.

Fitting Process

Fitting orders and costs will be agreed upon and established at the same time that the specifications for the new vehicles are developed to the extent possible. The standard for the completion of fitting orders is 15 days from receipt of the new equipment from vendor by the Division, if no new fitting orders are submitted by the customer. The customer will be notified within 24 hours of the completion of the fitting work. The Division will coordinate with the customer and communications for the installation of radios and special electronic equipment. Examples of the typical fitting work and equipment the Division installs ranges from adding the Automated Fuel Management System hardware to light duty vehicles, to upfitting new police patrol vehicles with lightbars, jail partitions, skid plates, cage, gun racks, Mobile Computer Terminal, etc.

Emergency and Disaster Assistance

Standby 24-hour emergency assistance, ready to provide emergency assistance to other counties, maintain FEMA certified phone tree, assist in transport of supplies from emergency shelter to emergency staging areas. Maintain 24-hour preparedness during times of regional or declared state of emergency i.e. Southern California wildfires or the 1992 Los Angeles riots.

Locations and Operating Hours

The Fleet services described above are currently provided at the following locations with their respective hours of operation:

FLEET/SERVICE	LOCATION	HOURS OF OPERATION
Downtown Rental	CAB Basement Mailroom 202 C Street, San Diego, CA 92101	Monday – Friday (7:00 AM – 5:00 PM)
Acquisition, Fitting, & Disposal Non-Safety Fleet Parts Department Safety Support Services/Training ▪ Information Technology ▪ Rental ▪ Training	2740 Caminito Chollas, MS 42 San Diego, CA 92105	Chollas Monday – Friday (6:00 AM – 6:00 PM) Chollas Fabrication Shop Monday – Friday (6:00 AM – 3:30 PM) Chollas Rental Office Monday – Friday (7:00 AM – 3:30 PM)
Administration & Finance	3940 Federal Blvd., MS 730 San Diego, CA 92102	Monday – Friday (7:00 AM – 6:00 PM)
Heavy Fire & Packer Fleet	Heavy Fire Fleet 3870 Kearny Villa, MS 15 San Diego, CA 92123 Heavy Packer Fleet Collection Services 8353 Miramar Place San Diego, CA 92121	Heavy Fire Fleet Monday – Friday (6:00 AM – 12:30 AM) Heavy Packer Fleet Monday-Friday (6:00 AM – 12:30 AM) *Holiday week: Saturday, (6:00 AM – 12:30 AM)
Safety Light Fleet ▪ Police ▪ Fire ▪ Lifeguard	CENTRAL VMF (C-SH) – STATION 5 3940 Federal Blvd., MS 730 San Diego, CA 92101- 2518 NORTHERN (N-SH) - STATION 1 4275 Eastgate Mall, La Jolla, CA 92037 NORTHWEST (NW-SH) – STATION 9 12610 El Camino Real, San Diego, CA 92103 NORTHEASTERN (NE- SH) - STATION 2 13396 Salmon River Road, San Diego CA 92129	CENTRAL VMF (C-SH) – STATION 5 Monday – Friday (5:15 AM – 12:00 AM) CENTRAL VMF Body Shop Monday – Friday (5:15 AM – 3:30 PM) NORTHERN (N-SH) – STATION 1 Monday – Friday (5:30 AM – 12:00 AM) NORTHWEST (NW-SH) – STATION 9 Monday – Friday (6:00 AM – 6:00 PM) NORTHEASTERN (NE-SH) – STATION 2 Monday – Friday (6:00 AM – 6:00 PM) EASTERN / TRAFFIC (E-SH) – STATION 3 Monday – Friday (5:30 AM – 12:00 AM) SOUTHERN (S-SH) – STATION 7 Monday – Friday (5:30 AM – 8:30 PM)

	<p>EASTERN / TRAFFIC (E-SH) - STATION 3 9225 Aero Drive, San Diego CA 92123</p> <p>SOUTHERN (S-SH) - STATION 7 1120 27th Street, San Diego, CA 92154</p> <p>SOUTHEASTERN (SE-SH) – STATION 4 7222 Skyline Drive, San Diego, CA 92114</p> <p>WESTERN (W-SH) – STATION 6 5215 Gaines Street, San Diego, CA 92110</p> <p>MID-CITY (MC-SH) - STATION 8 4310 Landis Street, San Diego, CA 92105</p>	<p>SOUTHEASTERN (SE-SH) – STATION 4 Monday – Friday (5:30 AM – 10:00 PM)</p> <p>WESTERN (W-SH) – STATION 6 Monday – Friday (5:30 AM – 12:00 AM)</p> <p>MID-CITY (MC-SH) – STATION 8 Monday – Friday (5:30 AM – 11:30 PM)</p>
Motorcycle Shop	EASTERN / TRAFFIC (E-SH) - STATION 3 9225 Aero Drive, San Diego CA 92123	Monday – Friday (6:00 AM – 2:30 PM)
Fueling Services	<p>Specific stations refer to the list above.</p> <p>Collection Services 8353 Miramar Place San Diego, CA 92121</p> <p>Miramar Landfill 5180 Convoy Street, San Diego, CA 92126</p>	<p>Fuel is available: 24 hours per day at Fifteen (15) City sites:</p> <ul style="list-style-type: none"> ▪ Three (3) sites - Chollas, Rose Canyon, and Central have diesel/unleaded gasoline ▪ Ten (10) sites – NW, NO, NE, EA, WE, MC, SE, SO, the VMF and Fire Maintenance Shop have unleaded gasoline only; and ▪ Two (2) sites - Miramar Place and Miramar Mini-Operations Station (operating hours of the Miramar Landfill) have diesel fuel only. <p>Miramar Landfill (closed on New Year's Day, Easter, Thanksgiving and Christmas Day): Monday - Friday (7:00 AM – 4:30 PM) Saturday & Sunday (7:30 AM – 4:30 PM)</p>
Repair Facility for Non-Safety Fleet for service and repair parts and preventive maintenance	Rose Canyon Yard 3775 Morena Blvd. San Diego CA 92117	Monday – Friday (6:00 AM – 1:00 AM)

The Fleet

The following table shows a list of Fleet Services' complete asset by vehicle type and weight category (classes and weight categories are industrial standards).

Number of pieces of motive equipment by class

Class	Count
Construction & Off Road Equipment	221
Light Duty Pick-ups (< 8,500 lbs)	807
Light Duty Sedans (< 8,500 lbs)	1109
Light Duty SUVs (< 8,500 lbs)	208
Light Duty Vans (< 8,500 lbs)	69
Motorcycles, Scooters, Light Carts & ATVs	218
Pick-ups (8.5 – 10K lbs)	33
SUVs (8.5 – 10K lbs)	19
Trailers	228
Trucks (8.5 – 10K lbs)	6
Vans (8.5 – 10K lbs)	154
Vehicles (> 33K lbs)	397
Vehicles (10-14K lbs)	94
Vehicles (14-16K lbs)	169
Vehicles (16-19.5K lbs)	53
Vehicles (19.5 – 26K lbs)	101
Vehicles (26-33K lbs)	159
Grand Total	4045

The workload specifications for this function include:

Number of non-public safety fleet motive equipment pieces maintained	2,352
Number of public safety fleet motive equipment pieces maintained	1,710
Number of pieces of equipment replaced or added	267
Number of Fleet Work Orders (Refer to Appendix A for a detailed count of repair, PM, and inspection work orders.	66,771

Replacement costs and resale values are key factors in an overall lifecycle evaluation. Because each item is equipped differently, the acquisition costs, maintenance costs, and future resale values vary for each vehicle type. Historical data provides some indication of future resale values but in no way guarantees them. Future resale values are greatly influenced by secondary market demand and the vehicle's condition, as well as inflation rates.

Evaluations of these equipment the lifecycle recommendations were based on the following factors: purchase price, annual mileage, hours, time period, fuel consumption, scheduled maintenance, escalation rate, discount rate, depreciation, resale value, environmental factors, and mission requirements. Administrative Regulation 30.20 is also consulted regarding the lifecycle decision process.

Technical Delivery Standards

The City of San Diego expects the service provider (City employees or outside vendor) will perform these services while adhering to the following technical standards:

- Provide specific training programs offered by vehicle manufacturers.
- Ensure a significant number of fleet maintenance technicians are certified by Automotive Service Excellence (ASE).
- Have proficiency in Asset Works' Fleet Focus, the Divisions' Fleet Management Information System. This is the software that the City needs to use to track performance of the successful vendor.
- Offer programs for diagnostic/troubleshooting, and body repair estimating. The winning vendor needs to use what the City uses for diagnostic / troubleshooting software.

Performance Standards

The City of San Diego expects the service provider (City employees or outside vendor) to maintain or exceed current service levels, by maintaining current performance standards for:

Serve the Citizen (Customer)

Objective	Measure	FY10 Cumulative
Meet or exceed industry and customer standards for designated fleet availability rates	Percent of performance expectations in services to other departments that meet or exceed vehicle availability goals	99%
Provide quality customer service at a high level of user satisfaction	Percent of respondents satisfied with Fleet Services	95% ¹
Reduce overall vehicle emissions	Percent of Non-Safety Light Duty fleet vehicles classified as Low Emissions Vehicles II (Green Fleet initiative to help reduce carbon footprint below).	61% (661 vehicles)
	Percent of Non-Safety Medium/Heavy Duty fleet on-road diesel powered vehicles meeting CA Code Reg. Title 13. (State Law requirement)	58% 325 Vehicle
	Percent reduction of carbon footprint of City's fleet (Green Fleet initiative)	+3.5% 49.9KG

Preventive Maintenance

- (a) "A" PMs completed within one day
- (b) 95% scheduled PMs completed
- (c) PMs Past due at 5% or less

Repairs

- (a) Turn-around average for repairs of 75% within one day
- (b) A vehicle availability rate of 92.5% for customer fleets overall, 90% for the Priority 1 vehicles and 95% for Priority 2 vehicles if not depreciated
- (c) A vehicle availability rate of 85% for Priority 1 vehicles and 90%, and for Priority 2 vehicles that have depreciated or to meet established daily minimum needs as negotiated between the customer and the Division.

Over-aged/Mileage Vehicles

¹ Customer Satisfaction Survey, Fiscal Year 2008. No more recent data is available.

The level or percentage of over-aged/mileage vehicles in the customer's fleet, as there is a close correlation between the age of vehicles and vehicle breakdowns. The Division will advise the affected customers of revised performance standards due to the lack of vehicle replacements prior to the change.

Emergency Road Call Assistance

- (a) 75% of calls will be responded to within thirty minutes for in-house duty-hour services
- (b) 95% of calls will be responded to within one hour within the City's geographic boundaries.

Miscellaneous

Percent of time spent on preventive maintenance as opposed to unscheduled repair	>54.5%
Number and dollar value of possible violations & fines during Air Pollution Control District annual inspections for non compliance to Title 13 Diesel emission standards.	0 / \$0
Percent of the total fleet that is over age and/or mileage	<12%
Percent of master technicians Automotive Service Excellence (ASE)/Welder certified	>38%
Number of shops Automotive Service Excellence (ASE) certified	>2

Service Provider Expectations

Specific methods to measure and monitor service provider expectations will be included in the Statement of Work. These measures will be stored and tracked electronically and data will be audited regularly. Customer satisfaction rates will be tracked via survey, or similar methods. The City currently has multiple surveys in place that can be used to track results.

- Expect service provider to track requests, complaints, other feedback and when this information will be transmitted to the City.
- Expect service provider to provide communication plan to the City about service mishaps or delays and related remedies. The division currently addresses this via quarterly meetings department/divisions, utilizing reports on vehicle availability, replacement plans for vehicles for each of the fiscal years impacted; and exchange information on way to cut costs, reimburse costs, or bring each other up-to-date on current projects.

Please note that more detailed performance data will be included in the more detailed Statement of Work that will be developed in the next phase in preparation for issuing a Request for Proposals. We are describing all current functions, but judgments will be made in the final SOW as to what is "in-scope" vs. "out of scope", based on our market assessment. Some data is not made available in this public Preliminary Statement of Work document so as to maintain a level playing field between City employees and potential contractors.

Appendix A

Number of Fleet work orders by location

CODE	WORK ORDER LOC	JOB TYPE	COUNT
CH	CHOLLAS OPS	PM	4,380
C-MC	CENTRAL MOTORCYCLE SHOP	PM	208
C-SH	CENTRAL SHOP	PM	2,013
E-SH	EASTERN SHOP	PM	943
FB	CHOLLAS METAL FAB SHOP	PM	1
FI	CHOLLAS FITTING	PM	1
FM	CHOLLAS FITTING-999 MODIFY	PM	8
MC-SH	MID-CITY SHOP	PM	448
MP	MIRAMAR PLACE OPS	PM	2,615
NE-SH	NORTHEASTERN SHOP	PM	390
N-SH	NORTHERN SHOP	PM	505
NW-SH	NORTHWESTERN SHOP	PM	196
RC	ROSE CANYON OPS	PM	1,927
RD	ROADCALL-FLEET SVCS	PM	112
SDFDRF	FIRE REPAIR FACILITY	PM	699
SE-SH	SOUTHEAST SHOP	PM	369
S-SH	SOUTHERN SHOP	PM	364
W-SH	WESTERN SHOP	PM	670
C-BS	CENTRAL BODY SHOP	REPAIR	348
CE	CENTRAL OPS	REPAIR	1
CH	CHOLLAS OPS	REPAIR	7,303
C-MC	CENTRAL MOTORCYCLE SHOP	REPAIR	670
C-SH	CENTRAL SHOP	REPAIR	4,601
E-SH	EASTERN SHOP	REPAIR	3,100
FB	CHOLLAS METAL FAB SHOP	REPAIR	1,190
FI	CHOLLAS FITTING	REPAIR	267
FM	CHOLLAS FITTING-999 MODIFY	REPAIR	93
LU	LUBE AUTOMATED ARM	REPAIR	119
MC-SH	MID-CITY SHOP	REPAIR	2,199
MP	MIRAMAR PLACE OPS	REPAIR	12,594
NE-SH	NORTHEASTERN SHOP	REPAIR	1,164
N-SH	NORTHERN SHOP	REPAIR	1,720
NW-SH	NORTHWESTERN SHOP	REPAIR	716
RC	ROSE CANYON OPS	REPAIR	3,493
RD	ROADCALL-FLEET SVCS	REPAIR	3,757
SDFDRF	FIRE REPAIR FACILITY	REPAIR	2,255
SE-SH	SOUTHEAST SHOP	REPAIR	1,291
S-SH	SOUTHERN SHOP	REPAIR	1,625
W-SH	WESTERN SHOP	REPAIR	2,416